

PATIENT RIGHTS AND RESPONSIBILITIES
(PCRM – Revised August, 2018)
XUQUUQDA IYO WAAJIBAADKA BUKAANKA
(PCRM – Lacusboonaysiiyay Agoosto, 2018)

PATIENT RIGHTS:
XAQUUQDA BUKAANKA:

As our patient, we have the responsibility to respect, protect, and promote your rights. You are a key member of your Health Care Team and you have the right to:

Kabukaankeena ahaan, waxaan nasaaran waajibaad ay tahay inaan dhawrno, ilaalino, aana hormarino xaquuqdaada. Waxaad xubin muhiim ah katahay Kooxdaada Daryeelka Caafimaadka waxaadna xaq uleedahay:

- Receive safe, quality care through the services that the hospital provides.
- Inaad hesho daryeel amaan ah, oo tayo leh aadna kahesho adeegyada uu isbitaalku baxsho.
- Receive care and have visitation privileges without being discriminated against because of age, race, color, national origin, language, religion, culture, disability, sex, gender identity or expression, sexual orientation, or ability to pay.
- Inaad hesho daryeel booqashooyina laguugu yimaado adoon laguugu takoorin sababo laxariira da'daada, isirka, midabka, wadankaad kasoo jeedo, luuqada, diinta, dhaqanka, naafonimada, jinsiga, aqoonsigaaga jinsi ama dareen, dookhaaga galmada, ama awoodaada dhaqaale.
- Choose who can and cannot visit you, without regard to legal relationship, race, color, national origin, religion, sex, sexual orientation, gender identity or disability. You may withdraw or deny consent for visitation at any time.
- Inaad doorato cidda kusoo booqan karta iyo cidaan kusoo booqan karin, ayadoon laga fiirinayn sharciyada dhanka xariirka, isirka, midabka, wadanka aad kasoo jeedo, diintaada, jinsigaaga, dookhaaga galmada, aqoonsigaaga jinsiyadeed ama naafoimadaada. Waxaad kanoqon kartaa ama diidi kartaa ogolaanshaha in lagu soo booqdo xiligaad rabto.
- Be informed when the hospital restricts your visitation rights for your health or safety, or the health or safety of patients, employees, physicians or visitors.
- In lagu sheego marka isbitaalku xadido xaquuqdaada booqasho sababo laxariira caafimaadkaaga ama amaankaaga, ama caafimaadka ama amaanka bukaanada kale, shaqaalaha, dhakhaatiirta iyo dadka isbitaalka soobooqda.
- Be informed of the hospital's policies about your rights and health care.
- I lagu sheego siyaasaadka uga agsan isbitaalka xaquuqdaada iyo daryeelkaaga caafimaadka.

- Be treated with respect and dignity and be protected from abuse, neglect, exploitation and harassment.
- In laguula dhaqmo si xushmad iyo sharaf leh lagaana difaaco xadgudubka, dayacaada, kafaa'iidaysiga iyo dhibaataaynta.
- Have your own physician and/or a family member, support person, or other individual be notified promptly of your admission to the hospital.
- Inaad xaq ueedahay in dhakhtarkaaga iyo/ama xubin kamid ah qoyskaaga, shaqsi kutaageera, ama cidkale loosheego si degdeg ah marka isbitaalka lagu dhigo.
- Know the names and roles of hospital staff caring for you.
- Inaad ogaato magacyada iyo doorarka ay kalaleeyihiin shaqaalaha isbitaalka ee daryeelka kuufidinaaya.
- Have a family member, support person, or other individual present with you for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- In xubin kamid ah qoyskaaga, qof kutaageera, qofkale uu kula joogo si uu taageero dareen kuusiiyo intaad isbitaalka kujirto, ilaa in joogitaanka qofku ay caqabad kunoqonayso maahee xaquuqda dadka kale, amaankooda, ama caafimaad ahaan ama bogsashooda caqabad ku ah.
- Have a family member, support person, or other individual involved in treatment decisions or make health care decisions for you, to the extent permitted by law.
- In qof katirsan qoyskaaga, qof taageero kusiiya, ama shaqsi kale uu qayb kanoqdo go'aanada laxariira daawayntaada ama go'aanada daryeelkaaga caafimaad gaara asagoo wakiil kaa ah, ilaa xadka uu sharcigu ogolyahay.
- Have an Advance Directive (health care directive, durable power of attorney for health care, or living will) that states your wishes and values for health care decisions when you cannot speak for yourself.
- Inaad lahaato Tilmaamo Dheeri ah (tilmaaha daryeelka caafimaadka, awood joogto ah ood kuhesho qareen daryeelka caafimaadka qaabilsan, ama dardaaranka nolosha) kaasoo muujinaaya waxyaabaha aad doonayso iyo qiimayaasha go'aanada daryeelka caafimaadka markaadan hadli karin.
- Be informed about your health problems, treatment options, and likely or unanticipated outcomes so you can take part in developing, implementing and revising your plan of care and discharge planning. Discharge planning includes deciding about care options, choice of agencies or need to transfer to another facility.
- In laguusoo sheego dhibaatooyinka caafimaadkaaga laxariira, dookhyada daawaynta, iyo suuragalnimada ama natiijooyinka aan lafilayn ee caafimaad si aad qayb uga qaadato hormarinta, dhaqan galin iyo dib u eegista qorshahaaga daryeelka iyo qorshaynta kabixitaankaaga isbitaalka. Qorshaynta kabixitaanka isbitaalka waxaa kamid ah kago'aan gaarista dookhyada daryeelka, dookha wakaaladaha ama baahida aad uqabto in xarun kale lagu wareejiyo.
- Have information about the outcome of your care, including unanticipated outcomes.

- In macluumaad lagaa siiyo natiijada kasoo baxda daryeelkaaga, ayna kujiraan natiijooyinka lama filaanka ah.
- Request, accept and/or refuse care, treatment or services as allowed by hospital policy and the law, and be informed of the medical consequences of your any refusal of care.
- Inaad codsato, aqbasho iyo/ama diido daryeelka, daawaynta ama adeegyada sida uu kuufasaxaayo siyaasada isbitaalka iyo sharciguba, in lagu sheego caqabadaha caafimaad ee kadhalaan kara diidmo kasta ood daryeelka diido.
- Ask for a change of care provider or a second opinion.
- Inaad dalbato in lagaa badalo daryeel bixiyaha ama dookh labaad.
- Have information provided to you in a manner that meets your needs and is tailored to your age, preferred language, and ability to understand.
- In macluumaadka lagu siiyo qaab buuxin kara baahiyahaaga kuna habboon da'ddaada, luuqadaad kuhadasho, iyo awoodaada fahanka.
- Have access to an interpreter and/or translation services to help you understand medical and financial information.
- Inaad hesho turjumaan iyo/ama adeegyo turjumaad si lagaaga caawiyo inaad fahanto macluumaadka caafimaadka iyo dhaqaale.
- Have your pain assessed and managed.
- In laxaqiijyo qiimaynta iyo maaraynta xanuunkaaga.
- Have privacy and confidentiality when you are receiving care.
- Inaad lahaato arrimo kuu gaar ah iyo xaqa qarsoodinimada arrimahaaga marka daryeelka lagu fidinaayo.
- Practice and seek advice about your cultural, spiritual and ethical beliefs, as long as this does not interfere with the well being of others.
- Inaad lahaato aad dalbato talo kusaabsan dhaqankaaga, caqiidooyinkaaga ruuxiga ah iyo mabaadii'daada, ilaa xad aysan wax udhimayn fayadhawrka dadka kale.
- Request religious and spiritual services.
- Inaad codsato adeegyo diimeed iyo kuwo ruuxi ah.
- Request a consult from the Ethics Committee to help you work through difficult decisions about your care.
- Inaad talo kacodsato Gudigga Dhawrsanaanta si ay kaaga caawiyaan maaraynta go'aanada adag ee laxariira daryeelkaaga.
- Consent or refuse to take part in research studies as well as recordings, films or other images made for external use.
- Inaad oggolaato ama diido kaqaybgalka daraasaadka cilmi baarista ah iyo sidoo kale duubista, muuqaalada iyo qaadista sawirada oo loo isticmaalaayo arrimo kabaxsan daryeelkaaga.

- Be free from restraints or seclusion, unless medically necessary or needed to keep you or others safe. If necessary, any form of restraint or seclusion will be performed in accordance with safety standards required by state and federal law.
- Inaan lagu xadidin ama lagu go'doomin, ilaa inay caafimaad ahaan muhiim tahay mooyee ama loobaahdo si loosugo badqabkaaga ama badqabka dadka kale. Hadday muhiim tahay, xadidaad ama go'doomin noocay noqotaba waxaa lagu samaynayaa ayadoo laraacaayo nidaamyada udagsan badqabka oo kucad sharciga heer gobal iyo heer federal.
- Have a safe environment, including zero tolerance for violence, and the right to use your clothes and personal items in a reasonably protected environment.
- In aad hesho goob ammaan ah, ayna kujirto inaysan jirin haba yaraatee wax rabshad ah, iyo xaqa aad uleedahay inaad dharkaaga iyo alaabtaada gaarka ah ku isticmaasho meel ilaalsan.
- Take part in decisions about restricting visitors, mail or phone calls.
- Inaad kaqayb qaadata go'aanada laxariira xadidaada dadka kusoo booqanaaya, boostada iyo wicitaanada taleefanka.
- Receive protective oversight while a patient in the hospital, and receive a list of patient advocacy services (such as protective services, guardianship, etc.).
- Inaad hesho kormeer difaac leh intaad bukaan ahaan isbitaalka ujoogto, iyo in lagu siiyo liiska dadka adeegyada siiya bukaanka (sida adeegyada difaaca, kamasuul noqoshada, iwm.).
- Receive compassionate care at the end of life.
- Inaad hesho daryeel naxariis kujirto dhamaadka noloshaada.
- Donate, request or refuse organ and tissue donations.
- Inaad kudeeqdo, codsato ama diido bixinta xubin ama nud kamid ah jirkaaga.
- Review your medical record and receive answers to questions you may have about it. You may request amendments to your record and may obtain copies at a fair cost in a reasonable time frame.
- Inaad dib u eegis kusamayso diiwaankaaga caafimaadka aadna jawaabo uhesho su'aalaha aad arintaas kaqabi karto. Waxaad codsan kartaa isbadalo in lagu sameeyo diiwaankaaga waxaadna qaadan kartaa koobiyada macluumaadka oo qiimo jaban lagugu siiyo iyo xili kuhaboon.
- Have your records kept confidential; they will only be shared with your caregivers and those who can legally see them. You may request information on who has received your record.
- In diiwaanadaada aan cid kale latusin; waxaa kaliya lalawadaagi karaa dadka daryeelka kusiiya iyo dadka sharci ahaan xaqa uleh inay arkaan. Waxaad codsan kartaa macluumaadka kusaabsan cidda heshay diiwaankaaga.
- Receive a copy of and details about your bill.
- Waxaad helaysaa koobiga iyo macluumaadka laxariira biilkaaga.

- Ask about and be informed of business relationships among payors, hospitals, educational institutions, and other health care providers that may affect your care.
- Waxaad dalban kartaa ayna tahay in lagaaga waramo xariirada ganacsi ee lala yeesho dadka qarashaadka dhiiba, isbitaalada, xarumaha waxbarashadda, iyo qolyaha kale ee daryeelka caafimaad bixiya kuwaasoo saamayn kara daryeelkaaga.
- Know the hospital's grievance process and share a concern or grievance about your care either verbally or in writing and receive a timely written notice of the resolution. If you have a grievance or concern, please contact Corporate Compliance at 573-458-7613. You may also contact Corporate Compliance at 1-844-840-8229.
- Waxaad xaq uleedahay inaad barato nidaamka cabasho gudbinta ee isbitaalka waxaadna walaac ama cabasho daryeelkaaga laxariirta kugudbin kartaa hadal ahaan ama qoraal ahaan waxaadna helaysaa ogaysiis waqtiga saxda ah lagu siiyo oo ku aadan go'aanka laga gaaray cabashadaada. Haddaad qabto wax cabasho ah ama walaacyo ah, fadlan laxariir Corporate Compliance oo lambarkeedu yahay 573-458-7613. Waxaad kalaxariiri kartaa Corporate Compliance lambarka 1-844-840-8229.

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 Health Services Regulation
 P.O. Box 570
 Jefferson City, MO 65102-0570
 Phone: 1-573-751-6303

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The Joint Commission
 Office of Quality Monitoring
 One Renaissance Boulevard
 Oakbrook Terrace, IL 60181
 Email: complaint@jointcommission.org
 Fax: 1-630-792-5636
 Complaint Line: 1-800-994-6610

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Primaris, Inc.
Quality Improvement Organization
200 North Keene Street
Columbia, MO 65201
Medicare Beneficiary Protection Hotline: 1-800-347-1016
Premature Discharge Appeals: 1-866-902-1813

Primaris, Inc.
Quality Improvement Organization
200 North Keene Street
Columbia, MO 65201
Laynka Difaaca Dadka Qaata adeegga Medicare: 1-800-347-1016
Racfaanada Laxariira Isbitaal Kasaarida Khaladka ah: 1-866-902-1813

PATIENT RESPONSIBILITIES WAAJIBAADKA BUKAANKA:

You and/or your family member, support person, or other designated individual acting on your behalf have the responsibility to:

Adigga iyo/ama xubin kamid ah qoyskaaga, qofka kutaageeraaya, ama shaqsi kale oo loogu talagalay inuu wakiil kaa noqdo ayuu waajib kasaarantahay:

- Provide correct and complete information about yourself and your health, including present complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), and any other information you think your caregivers need to know.
- Keenista macluumaad sax ah oo dhamaystiran oo kusaabsan naftaada iyo caafimaadkaaga, ayna kujiraan cabashooyinka, dhibaatooyinka hore ee caafimaad iyo booqashooyinka isbitaalka, daawooyinka aad qaadatay iyo kuwa aad hadda qaadato (ayna kujiraan daawooyinka lagu qoray, kuwaad dukaamada kasoo gadato iyo daawooyinka dhaqanka), iyo macluumaad kale oo kasta ood isleedahay daryeelayaashu way ubaahanyihiin inay ogaadaan.
- Follow your agreed-upon care plan and report any unexpected changes in your condition to your doctor.
- Inaad raacdo qorshahaaga daryeelka laysku raacay aadna kusoo wargaliso wixii isbadalo ah oon lafilayn oo xaaladaada laxariira dhakhtarka.
- Ask questions when you do not understand your care, treatment, and services or what you are expected to do. Express any concerns about your ability to follow your proposed care plan or course of care, treatment, and services.
- Inaad su'aalo waydiiso markaadan fahmin daryeelkaaga, daawayntaada, iyo adeegyada ama waxa lagaa doonaayo inaad samayso. Inaad qeexdo wixii walaacyo ah oo laxariira awooda aad uleedahay raacida qorshaha loo dajiyay daryeelkaaga ama qaabka daryeelka, daawada, iyo adeegyada.

- Accept consequences for the outcomes if you do not follow the care, treatment, and service plan.
- Waa inaad aqbashaa caqabadaha natiijooyinka kadhaha haddaad raaci waydo qorshaha daryeelka, daawaynta, iyo adeegga udagsan.
- Speak up and share your views about your care or service needs and expectations, including your pain needs and any perceived risk or safety issues.
- Waa inaad sheegtaa aadna nala wadaagtaa fikradaha aad kaqabto daryeelkaaga ama baahiyaha iyo rajooyinka aad kaqabto adeegga, ayna kujiraan baahiyaaga dhanka xanuunka iyo arimo kasta oo laxariira halis kugusoo wajahan ama badqabkaaga.
- Provide correct and complete information about your Advance Directive if you have one and provide a current copy.
- Inaad bixiso macluumaad sax ah oo dhamaystriran kunasaabsan Dardaarankaaga Sharci haddaad leedahay aadna keento koobigiisa oo dhawaan laqaaday.
- Respect the rights, property, privacy, dignity, and confidentiality of patients and others in the hospital.
- Waa inaad xushmaysaa xaquuqda, hantida, arrimaha shaqsiga ah, sharafta, iyo sirmimada arrimahooda bukaanada iyo dadka kale ee isbitaalka jooga.
- Be respectful in your interactions with other patients, employees, physicians and visitors without regard to age, race, color, national origin, language, religion, culture, disability, socioeconomic status, sex, gender identity or expression, or sexual orientation.
- Waa inaad xushmad lahaataa markaad isdhexgashaan dadka kale ee bukaanka ah, shaqaalaha, dhakhaatiirta iyo dadka isbitaalka soobooqda addoon kafiirin da'ddooda, isirkooda, midabkooda, wadankay kasoo jeedaan, luuqadooda, diintooda, dhaqankooda, naafonimadooda, xaaladooda dhaqan-dhaqaale, jinsiga, aqoonsigooda jinsiga ama muujinta dareenkooda, ama dookhooda galmo.
- Follow instructions, hospital policies, rules and regulations which include respecting property and helping control noise.
- Waa inaad raacdaa tilmaamaha, siyaasaadka isbitaalka, shuruucda iyo xeerarka ayna kujiraan xushmaynta hantida iyo kaqayb qaadashada xakamaynta buuqa.
- Leave your valuables and personal belongings at home, have your family members take them home, or have them placed with Security until you are discharged.
- Inaad uga tagto alaabahaaga muhiimka ah iyo waxyaabaha gaarka kuu ah guriga, inaad udhiibato dadka qoyskaaga katirsan inay guriga kuugu hayaan, ama inaad dhigato qaybta Ammaanka ilaa isbitaalka lagaa saaro.
- Keep our environment tobacco-free. You may not use any tobacco products while inside or outside this health care facility.
- Inaadan goobteena lasoo galin maaddooyinka tubaakada. Waxaa suuragal ah inaadan isticmaalin waxyaabaha tubaakada kasamaysan intaad joogto gudaha ama banaanka xaruntan daryeelka caafimaadka.

- Keep a safe environment free of drugs, alcohol, weapons, and violence of any kind, including verbal intimidation.
- Inaad goobta ka ilaaliso daroogooyinka, khamriga, hubka, iyo rabshada noocay noqotaba, ayna kujirto hadalada hanjabaada ah.
- Provide correct and complete information about your financial status as best you can and promptly meet any financial obligations to the hospital.
- Inaad keento macluumaad sax ah oo dhamaystiran kunasaabsan xaaladaada caafimaad ilaa inta aad awoodo aadna si degdeg ah u buuxiso wixii waajibaad dhaqaale ah oo isbitaalku kaa rabo.
- For more information about your Patient Rights and Responsibilities, please call Corporate Compliance at 573-458-7613.
- Wixii macluumaad dheeraad ah oo kusaabsan Xaquuqdaada iyo Waajibaadkaaga Ka bukaan ahaan, fadlan kawac Corporate Compliance nambarka 573-458-7613.